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 Matthew Elliott, |  
                   v. |     Docket No.:  
 Philadelphia Gas Works |     C-2024-3050272  
                           |  
 Initial Call-In Telephonic |  
Hearing
 Pages 1 - 45

Judge's Chambers  
 State Office Building  
 801 Market Street  
 Philadelphia, PA

Monday, October 21, 2024  
 Commencing at 10:04 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3050272

Hearing Date: October 21, 2024

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**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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E-mail: [graciela.christlieb@pgworks.com](mailto:graciela.christlieb@pgworks.com)

October 14, 2024

**VIA ELECTRONIC MAIL**

Deputy Chief Administrative Law Judge Christopher Pell  
Pennsylvania Public Utility Commission  
801 Market Street  
Suite 4063  
Philadelphia, PA 19107

Re: Matthew Elliott v. Philadelphia Gas Works, Docket No. C-2024-3050272

Dear Judge Pell:

Enclosed, please find PGW's proposed exhibits for the hearing in the above referenced matter.

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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## **CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of Philadelphia Gas Works' Proposed Exhibits upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a party).

### **VIA ELECTRONIC MAIL**

Matthew Elliott  
[mrmattdance@gmail.com](mailto:mrmattdance@gmail.com)

Date: October 14, 2024

*/s/ Graciela Christlieb*  
Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- [REDACTED]

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
MATTHEW ELLIOTT	7/23/2021	10/14/2024		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
3307 GLENBROOK PL Apt 1F PHIL, PA 191141603	[REDACTED]	[REDACTED]	2025360	GS

**STATEMENT**

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
8/13/2021	LPC									\$22.76	\$1,578.31	\$1,578.31
8/13/2021	BILL	5933	R	29	8	0.28	0		9/8/2021	\$28.18	\$1,606.49	\$1,606.49
9/15/2021	BILL	5943	R	33	10	0.3	0		10/8/2021	\$31.67	\$1,638.16	\$1,638.16
10/6/2021	PAY							Check		(\$1,638.16)	\$0.00	\$0.00
10/12/2021	CANP									\$1,638.16	\$1,638.16	\$1,638.16
10/12/2021	PAYCAN									\$0.00	\$1,638.16	\$1,638.16
10/12/2021	NSFCHA									\$20.00	\$1,658.16	\$1,658.16
10/14/2021	LPC									\$23.66	\$1,681.82	\$1,681.82
10/14/2021	BILL	5955	R	29	12	0.41	9		11/8/2021	\$40.95	\$1,722.77	\$1,722.77
11/13/2021	LPC									\$24.57	\$1,747.34	\$1,747.34
11/13/2021	BILL	5981	R	29	26	0.9	237		12/8/2021	\$62.08	\$1,809.42	\$1,809.42
12/15/2021	LPC									\$25.50	\$1,834.92	\$1,834.92
12/15/2021	BILL	6070	R	33	89	2.7	638		1/10/2022	\$167.38	\$2,002.30	\$2,002.30
1/15/2022	LPC									\$28.01	\$2,030.31	\$2,030.31
1/15/2022	BILL	6166	R	31	96	3.1	735		2/9/2022	\$195.42	\$2,225.73	\$2,225.73
2/15/2022	LPC									\$30.94	\$2,256.67	\$2,256.67
2/15/2022	BILL	6278	R	29	112	3.86	915		3/11/2022	\$215.41	\$2,472.08	\$2,472.08
3/17/2022	LPC									\$34.17	\$2,506.25	\$2,506.25
3/17/2022	BILL	6385	R	32	107	3.34	706		4/11/2022	\$214.98	\$2,721.23	\$2,721.23
4/10/2022	PAY							Check		(\$2,123.54)	\$597.69	\$597.69
4/12/2022	PAY							Check		(\$5,597.69)	(\$5,000.00)	(\$5,000.00)
4/15/2022	BILL	6450	R	29	65	2.24	381		5/10/2022	\$138.61	(\$4,861.39)	(\$4,861.39)
4/18/2022	CANP									\$5,597.69	\$736.30	\$736.30
5/14/2022	LPC									\$10.64	\$746.94	\$746.94
5/14/2022	BILL	6482	R	29	32	1.1	231		6/8/2022	\$68.28	\$815.22	\$815.22
6/15/2022	LPC									\$11.66	\$826.88	\$826.88
6/15/2022	BILL	6492	R	32	10	0.31	1		7/12/2022	\$56.88	\$883.76	\$883.76

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
7/14/2022	WNA2&5									(\$19.17)	\$864.59	\$864.59
7/15/2022	LPC									\$12.52	\$877.11	\$877.11
7/15/2022	BILL	6499	R	30	7	0.23	0		8/9/2022	\$32.30	\$909.41	\$909.41
8/13/2022	LPC									\$13.00	\$922.41	\$922.41
8/13/2022	BILL	6508	R	29	9	0.31	0		9/7/2022	\$36.60	\$959.01	\$959.01
9/14/2022	LPC									\$13.55	\$972.56	\$972.56
9/14/2022	BILL	6518	R	32	10	0.31	0		10/7/2022	\$38.52	\$1,011.08	\$1,011.08
10/13/2022	LPC									\$14.13	\$1,025.21	\$1,025.21
10/13/2022	BILL	6527	R	29	9	0.31	102		11/7/2022	\$35.82	\$1,061.03	\$1,061.03
10/31/2022	TAXWVE									(\$1.53)	\$1,059.50	\$1,059.50
11/10/2022	LPC									\$14.66	\$1,074.16	\$1,074.16
11/10/2022	BILL	6537	R	28	10	0.36	181		12/7/2022	\$39.19	\$1,113.35	\$1,113.35
12/10/2022	LPC									\$15.25	\$1,128.60	\$1,128.60
12/10/2022	BILL	6572	R	30	35	1.17	569		1/6/2023	\$89.78	\$1,218.38	\$1,218.38
1/12/2023	LPC									\$16.60	\$1,234.98	\$1,234.98
1/12/2023	BILL	6644	R	33	72	2.18	850		2/7/2023	\$163.66	\$1,398.64	\$1,398.64
2/10/2023	LPC									\$19.05	\$1,417.69	\$1,417.69
2/10/2023	BILL	6695	R	29	51	1.76	720		3/8/2023	\$127.64	\$1,545.33	\$1,545.33
3/14/2023	LPC									\$20.97	\$1,566.30	\$1,566.30
3/14/2023	BILL	6733	R	30	38	1.27	583		4/6/2023	\$97.40	\$1,663.70	\$1,663.70
4/13/2023	LPC									\$22.43	\$1,686.13	\$1,686.13
4/13/2023	BILL	6777	R	32	44	1.38	514		5/8/2023	\$90.90	\$1,777.03	\$1,777.03
5/12/2023	LPC									\$23.79	\$1,800.82	\$1,800.82
5/12/2023	BILL	6795	R	29	18	0.62	189		6/7/2023	\$46.85	\$1,847.67	\$1,847.67
6/13/2023	BILL	6803	R	30	8	0.27	29		7/10/2023	\$29.96	\$1,877.63	\$1,877.63
7/13/2023	LPC									\$24.94	\$1,902.57	\$1,902.57
7/13/2023	BILL	6813	R	32	10	0.31	3		8/7/2023	\$31.97	\$1,934.54	\$1,934.54
8/11/2023	LPC									\$25.42	\$1,959.96	\$1,959.96
8/11/2023	BILL	6822	R	29	9	0.31	0		9/6/2023	\$30.50	\$1,990.46	\$1,990.46
8/28/2023	PAY							Debit Card		(\$40.00)	\$1,950.46	\$1,950.46
9/13/2023	BILL	6834	R	33	12	0.36	0		10/6/2023	\$34.84	\$1,985.30	\$1,985.30
9/25/2023	LPCWVE									(\$25.42)	\$1,959.88	\$1,959.88
10/12/2023	BILL	6848	R	29	14	0.48	44		11/6/2023	\$37.47	\$1,997.35	\$1,997.35
11/10/2023	BILL	6858	R	29	10	0.34	241		12/6/2023	\$31.97	\$2,029.32	\$2,029.32
12/12/2023	BILL	6888	R	30	30	1	600		1/9/2024	\$61.32	\$2,090.64	\$2,090.64

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
1/12/2024	BILL	6936	R	33	48	1.45	738		2/7/2024	\$98.70	\$2,189.34	\$2,189.34
2/10/2024	BILL	7005	R	29	69	2.38	814		3/6/2024	\$131.42	\$2,320.76	\$2,320.76
3/12/2024	BILL	7059	R	29	54	1.86	642		4/5/2024	\$110.91	\$2,431.67	\$2,431.67
4/11/2024	BILL	7083	R	32	24	0.75	514		5/6/2024	\$56.75	\$2,488.42	\$2,488.42
5/10/2024	LPC									\$33.73	\$2,522.15	\$2,522.15
5/10/2024	BILL	7094	R	29	11	0.38	170		6/5/2024	\$36.23	\$2,558.38	\$2,558.38
6/11/2024	LPC									\$34.28	\$2,592.66	\$2,592.66
6/11/2024	BILL	7098	R	30	4	0.13	46		7/5/2024	\$25.00	\$2,617.66	\$2,617.66
7/11/2024	LPC									\$34.65	\$2,652.31	\$2,652.31
7/11/2024	BILL	7105	R	32	7	0.22	0		8/5/2024	\$29.26	\$2,681.57	\$2,681.57
7/15/2024	BPTOCG									\$123.23	\$2,804.80	\$2,804.80
7/15/2024	DIGCHG									\$372.00	\$3,176.80	\$3,176.80
7/15/2024	PAY							Check		(\$123.23)	\$3,053.57	\$3,053.57
7/15/2024	PAY							Check		(\$428.80)	\$2,624.77	\$2,624.77
7/15/2024	PAY							Check		(\$2,624.77)	\$0.00	\$0.00
7/18/2024	CANP									\$123.23	\$123.23	\$123.23
7/18/2024	PAYCAN									\$0.00	\$123.23	\$123.23
7/18/2024	NSFCHA									\$20.00	\$143.23	\$143.23
7/18/2024	CANP									\$428.80	\$572.03	\$572.03
7/18/2024	PAYCAN									\$0.00	\$572.03	\$572.03
7/18/2024	NSFCHA									\$20.00	\$592.03	\$592.03
7/18/2024	CANP									\$2,624.77	\$3,216.80	\$3,216.80
7/18/2024	PAYCAN									\$0.00	\$3,216.80	\$3,216.80
7/18/2024	NSFCHA									\$20.00	\$3,236.80	\$3,236.80
8/9/2024	LPC									\$35.09	\$3,271.89	\$3,271.89
8/9/2024	BILL	3130	R	29	0	0	0		9/4/2024	\$18.86	\$3,290.75	\$3,290.75
9/11/2024	LPC									\$43.70	\$3,334.45	\$3,334.45
9/11/2024	BILL	3130	R	33	0	0	1		10/4/2024	\$18.86	\$3,353.31	\$3,353.31
10/10/2024	LPC									\$43.98	\$3,397.29	\$3,397.29
10/10/2024	BILL	3130	R	29	0	0	2		11/4/2024	\$18.86	\$3,416.15	\$3,416.15
10/14/2024	CANB									(\$18.86)	\$3,397.29	\$3,397.29
10/14/2024	AUTOCN									\$0.00	\$3,397.29	\$3,397.29
10/14/2024	LPCWVE									(\$43.98)	\$3,353.31	\$3,353.31
10/14/2024	CANB									(\$18.86)	\$3,334.45	\$3,334.45
10/14/2024	AUTOCN									\$0.00	\$3,334.45	\$3,334.45

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/14/2024	LPCWVE									(\$43.70)	\$3,290.75	\$3,290.75
10/14/2024	CANB									(\$18.86)	\$3,271.89	\$3,271.89
10/14/2024	AUTO CN									\$0.00	\$3,271.89	\$3,271.89
10/14/2024	LPCWVE									(\$35.09)	\$3,236.80	\$3,236.80
10/14/2024	BILL	7105	R	2	0	0	0		11/6/2024	\$0.00	\$3,236.80	\$3,236.80

Specific Service Agreement Statement of Account SA- [REDACTED]

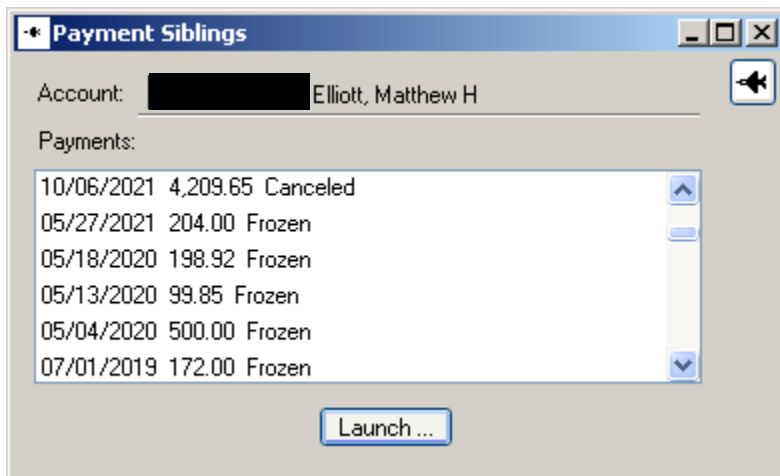
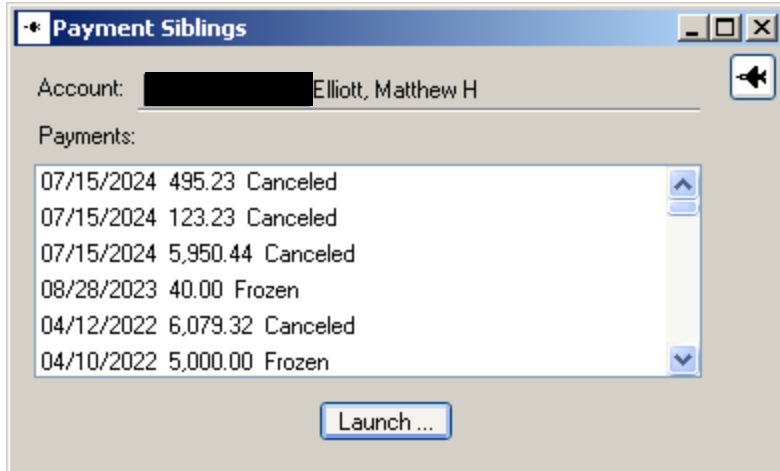
<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
MATTHEW ELLIOTT	7/23/2021	10/14/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
3307 GLENBROOK PL Apt 2F PHIL, PA 191141603	[REDACTED]	[REDACTED]	2307198	GS	

**STATEMENT**

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
8/13/2021	LPC									\$34.24	\$2,509.38	\$2,509.38
8/13/2021	BILL	36	R	29	12	0.41	0		9/8/2021	\$31.38	\$2,540.76	\$2,540.76
9/15/2021	BILL	47	R	33	11	0.33	0		10/8/2021	\$30.73	\$2,571.49	\$2,571.49
10/6/2021	PAY							Check		(\$2,571.49)	\$0.00	\$0.00
10/12/2021	CANP									\$2,571.49	\$2,571.49	\$2,571.49
10/14/2021	LPC									\$35.18	\$2,606.67	\$2,606.67
10/14/2021	BILL	57	R	29	10	0.34	9		11/8/2021	\$30.27	\$2,636.94	\$2,636.94
11/13/2021	LPC									\$35.63	\$2,672.57	\$2,672.57
11/13/2021	BILL	76	R	29	19	0.66	237		12/8/2021	\$44.80	\$2,717.37	\$2,717.37
12/15/2021	BILL	145	R	33	69	2.09	638		1/10/2022	\$123.31	\$2,840.68	\$2,840.68
12/20/2021	FST2,5									(\$76.88)	\$2,763.80	\$2,763.80
1/15/2022	LPC									\$38.15	\$2,801.95	\$2,801.95
1/15/2022	BILL	227	R	31	82	2.65	735		2/9/2022	\$156.16	\$2,958.11	\$2,958.11
2/15/2022	LPC									\$40.49	\$2,998.60	\$2,998.60
2/15/2022	BILL	329	R	29	102	3.52	915		3/11/2022	\$183.09	\$3,181.69	\$3,181.69
3/17/2022	LPC									\$43.24	\$3,224.93	\$3,224.93
3/17/2022	BILL	398	R	32	69	2.16	706		4/11/2022	\$133.16	\$3,358.09	\$3,358.09
4/10/2022	PAY							Check		(\$2,876.46)	\$481.63	\$481.63
4/12/2022	PAY							Check		(\$481.63)	\$0.00	\$0.00
4/15/2022	BILL	453	R	29	55	1.9	381		5/10/2022	\$110.09	\$110.09	\$110.09
4/18/2022	CANP									\$481.63	\$591.72	\$591.72
4/18/2022	PAYCAN									\$0.00	\$591.72	\$591.72
4/18/2022	NSFCHA									\$20.00	\$611.72	\$611.72
5/14/2022	LPC									\$7.61	\$619.33	\$619.33
5/14/2022	BILL	494	R	29	41	1.41	231		6/8/2022	\$76.84	\$696.17	\$696.17
6/15/2022	LPC									\$9.07	\$705.24	\$705.24
6/15/2022	BILL	506	R	32	12	0.38	1		7/12/2022	\$36.97	\$742.21	\$742.21

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
7/15/2022	LPC									\$9.62	\$751.83	\$751.83
7/15/2022	BILL	516	R	30	10	0.33	0		8/9/2022	\$35.86	\$787.69	\$787.69
8/13/2022	LPC									\$10.16	\$797.85	\$797.85
8/13/2022	BILL	527	R	29	11	0.38	0		9/7/2022	\$37.83	\$835.68	\$835.68
9/14/2022	LPC									\$10.73	\$846.41	\$846.41
9/14/2022	BILL	538	R	32	11	0.34	0		10/7/2022	\$37.61	\$884.02	\$884.02
10/13/2022	LPC									\$11.29	\$895.31	\$895.31
10/13/2022	BILL	563	R	29	25	0.86	102		11/7/2022	\$61.87	\$957.18	\$957.18
11/10/2022	LPC									\$12.22	\$969.40	\$969.40
11/10/2022	BILL	597	R	28	34	1.21	181		12/7/2022	\$91.33	\$1,060.73	\$1,060.73
12/10/2022	LPC									\$13.59	\$1,074.32	\$1,074.32
12/10/2022	BILL	673	R	30	76	2.53	569		1/6/2023	\$161.86	\$1,236.18	\$1,236.18
1/12/2023	LPC									\$16.02	\$1,252.20	\$1,252.20
1/12/2023	BILL	776	R	33	103	3.12	850		2/7/2023	\$209.91	\$1,462.11	\$1,462.11
2/10/2023	LPC									\$19.17	\$1,481.28	\$1,481.28
2/10/2023	BILL	873	R	29	97	3.34	720		3/8/2023	\$211.17	\$1,692.45	\$1,692.45
3/14/2023	LPC									\$22.33	\$1,714.78	\$1,714.78
3/14/2023	BILL	945	R	30	72	2.4	583		4/6/2023	\$157.78	\$1,872.56	\$1,872.56
4/13/2023	LPC									\$24.70	\$1,897.26	\$1,897.26
4/13/2023	BILL	1006	R	32	61	1.91	514		5/8/2023	\$110.53	\$2,007.79	\$2,007.79
5/12/2023	LPC									\$26.36	\$2,034.15	\$2,034.15
5/12/2023	BILL	1040	R	29	34	1.17	189		6/7/2023	\$67.78	\$2,101.93	\$2,101.93
6/13/2023	LPC									\$27.37	\$2,129.30	\$2,129.30
6/13/2023	BILL	1054	R	30	14	0.47	29		7/10/2023	\$36.51	\$2,165.81	\$2,165.81
6/20/2023	LPCWVE									(\$27.37)	\$2,138.44	\$2,138.44
7/13/2023	LPC									\$27.92	\$2,166.36	\$2,166.36
7/13/2023	BILL	1067	R	32	13	0.41	3		8/7/2023	\$33.66	\$2,200.02	\$2,200.02
8/11/2023	LPC									\$28.43	\$2,228.45	\$2,228.45
8/11/2023	BILL	1077	R	29	10	0.34	0		9/6/2023	\$29.60	\$2,258.05	\$2,258.05
9/13/2023	LPC									\$28.87	\$2,286.92	\$2,286.92
9/13/2023	BILL	1089	R	33	12	0.36	0		10/6/2023	\$32.26	\$2,319.18	\$2,319.18
9/25/2023	LPCWVE									(\$57.30)	\$2,261.88	\$2,261.88
10/12/2023	BILL	1105	R	29	16	0.55	44		11/6/2023	\$37.38	\$2,299.26	\$2,299.26
11/10/2023	BILL	1138	R	29	33	1.14	241		12/6/2023	\$63.42	\$2,362.68	\$2,362.68
12/12/2023	BILL	1218	R	30	80	2.67	600		1/9/2024	\$124.64	\$2,487.32	\$2,487.32

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
1/12/2024	BILL	1307	R	33	89	2.7	738		2/7/2024	\$155.42	\$2,642.74	\$2,642.74
2/10/2024	BILL	1388	R	29	81	2.79	814		3/6/2024	\$139.77	\$2,782.51	\$2,782.51
3/12/2024	BILL	1451	R	29	63	2.17	642		4/5/2024	\$116.80	\$2,899.31	\$2,899.31
4/11/2024	BILL	1516	R	32	65	2.03	514		5/6/2024	\$113.22	\$3,012.53	\$3,012.53
5/10/2024	LPC									\$40.62	\$3,053.15	\$3,053.15
5/10/2024	BILL	1540	R	29	24	0.83	170		6/5/2024	\$53.91	\$3,107.06	\$3,107.06
6/11/2024	LPC									\$41.42	\$3,148.48	\$3,148.48
6/11/2024	BILL	1558	R	30	18	0.6	46		7/5/2024	\$42.99	\$3,191.47	\$3,191.47
7/11/2024	LPC									\$42.07	\$3,233.54	\$3,233.54
7/11/2024	BILL	1571	R	32	13	0.41	0		8/5/2024	\$35.33	\$3,268.87	\$3,268.87
7/15/2024	BPTOCG									\$123.23	\$3,392.10	\$3,392.10
7/15/2024	PAY							Check		(\$66.43)	\$3,325.67	\$3,325.67
7/15/2024	PAY							Check		(\$3,325.67)	\$0.00	\$0.00
7/17/2024	BPTOCG									(\$123.23)	(\$123.23)	(\$123.23)
7/18/2024	CANP									\$66.43	(\$56.80)	(\$56.80)
7/18/2024	CANP									\$3,325.67	\$3,268.87	\$3,268.87
8/9/2024	BILL	1572	R	29	1	0.03	0		9/4/2024	\$18.84	\$3,287.71	\$3,287.71
9/11/2024	BILL	1572	R	33	0	0	1		10/4/2024	\$17.47	\$3,305.18	\$3,305.18
10/10/2024	BILL	1572	R	29	0	0	2		11/4/2024	\$17.47	\$3,322.65	\$3,322.65
10/14/2024	CANB									(\$17.47)	\$3,305.18	\$3,305.18
10/14/2024	AUTO CN									\$0.00	\$3,305.18	\$3,305.18
10/14/2024	CANB									(\$17.47)	\$3,287.71	\$3,287.71
10/14/2024	AUTO CN									\$0.00	\$3,287.71	\$3,287.71
10/14/2024	CANB									(\$18.84)	\$3,268.87	\$3,268.87
10/14/2024	AUTO CN									\$0.00	\$3,268.87	\$3,268.87
10/14/2024	BILL	1571	R	2	0	0	0		11/6/2024	\$0.00	\$3,268.87	\$3,268.87





**PHILADELPHIA GAS WORKS**  
800 West Montgomery Avenue • Philadelphia, PA 19122

**MEDICAL EMERGENCY REJECTION NOTICE**

**THE CUSTOMER OF RECORD OR APPLICANT BELOW HAS BEEN DENIED MEDICAL PROTECTION BY PGW**

**PGW Account Number:** [REDACTED]

**Return To:** Credit/Collection Department  
Philadelphia Gas Works  
800 West Montgomery Avenue  
Philadelphia, PA 19122

**Customer's Name:** Matthew H Elliott

**Customer's Address:** 3307 Glenbrook Place, 1F  
Phila PA, 19114 – 1603

**PGW's Phone:** (215) 235-1777  
**PGW's Fax:** (215) 232-6718

**Customer's Phone Numbers:**

**Primary:** 215-815-4194  
**Work:**

If you are a tenant and the delinquent gas bill is in your landlord's name, fill in your name, address, and phone number(s) below:

**Name:**  
**Address:**  
**City, State Zip:**

**Reason for Rejection**

Account is not eligible for medical protection because of the following:

You are not eligible for a Medical Certification at this time. The number of Medical Certifications are limited to Three for an entire household. At this time all 3 medicals been exhausted. Once your account balance is paid down to zero dollars, you will be entitled to an additional 3 Medicals. Please contact our Customer Service Department at TELE# 215-235-1777.

**BECAUSE YOU HAVE BEEN DENIED MEDICAL PROTECTION, YOUR GAS SERVICE CAN BE SHUT OFF OR WILL NOT BE TURNED ON. You are still responsible for your account balance. Please contact PGW AT (215) 235-1777 to discuss payment options.**

PGW's Representative Initials: SW  
Date Signed by Representative: 07/15/2024

Department: Credit and Collections

**If you are low-income, you may qualify for PGW's Customer Responsibility Program (CRP). To apply, visit <https://www.pgworks.com/customer-care/crp> or contact PGW at (215) 235-1777.**

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 3307 GLENBROOK PL 1F on or after 8 a.m. on May 28, 2024. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Pay your past due amount of \$2,488.42.
Pay the amount you owe on your most recent payment plan.
Make a payment arrangement (you may be eligible for a special assistance program).
Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Table with 2 columns: Item, Amount. Rows include Past Due Amount (\$2,488.42), Security Deposit (\$274.00), Turn On Charge (\$123.23), Total (\$3,409.76).

Plus \$372.00 if we must dig up the street.

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

- 1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided. You will be required to provide us with a copy of the court order.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
If you have trouble understanding or speaking English call us for free interpretation.
Please contact us if you are disabled and need assistance.
All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
If you have a valid Protection From Abuse order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. Call us immediately at 215-235-1000. You will be required to provide us with a copy of the order.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
o Someone in your household is 12 or younger or 65 or older; or
o You have paid at least one-half of your last two monthly gas bills; or
o If over the last two months you have paid at least 15% of your household income toward the gas bills.
If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Federal Poverty Guidelines (FPG) 2024

Table with 3 columns: Household Size, FPG or below if your monthly gross is, Your income is between 151% - 250% of the FPG if your monthly gross is. Rows include 1, 2, 3, 4, Each add. person add.

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Please return this portion with your payment. Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED]
Notice Date: M
Please Pay: \$2,488.42

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

MATTHEW ELLIOTT
3307 GLENBROOK PL # 1F
PHILA PA 19114-1627

Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

10-DAY SHUT OFF NOTICE  
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 3307 GLENBROOK PL 2F on or after 8 a.m. on May 28, 2024. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

**We will not shut off gas if you do ONE of the following:**

- Pay your past due amount of \$3,012.53.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

**At a minimum, you may have to pay all of the following before we turn your service on:**

Past Due Amount	\$3,012.53
Security Deposit	\$274.00
Turn On Charge	\$123.23
Total	\$3,409.76

**Plus \$372.00 if we must dig up the street.**

**You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.**

**MEDICAL EMERGENCY NOTICE**

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. **Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided.** You will be required to provide us with a copy of the court order.

**IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE**

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid **Protection From Abuse** order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. **Call us immediately at 215-235-1000.** You will be required to provide us with a copy of the order.

**WINTER SHUT OFF PROVISIONS Dec. 1-March 31**

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
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- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:**
  - o Someone in your household is 12 or younger or 65 or older; or
  - o You have paid at least one-half of your last two monthly gas bills; or
  - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- **If we reconnect your service during the winter months (between December 1st and March 31st)** we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

**Federal Poverty Guidelines (FPG) 2024**

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
	1	\$1,883 or less
2	\$2,555 or less	\$2,556-\$4,258
3	\$3,228 or less	\$3,229-\$5,379
4	\$3,900 or less	\$3,901-\$6,500
Each add. person add	\$673	\$674-\$1,121

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**Please return this portion with your payment.**  
**Write your account number on your check or money order made payable to Philadelphia Gas Works**

**Account Number:**  
**Notice Date:**  
**Please Pay:**

[REDACTED]  
M [REDACTED]  
**\$3,012.53**

Place "X" in box for address corrections. Print corrections on reverse side.

**Amount Enclosed:**

|||||  
MATTHEW ELLIOTT  
3307 GLENBROOK PL # 1F  
PHILA PA 19114-1627

|||||  
**Philadelphia Gas Works**  
**P.O. Box 11700**  
**Newark, NJ 07101-4700**

**C & C Event: D5693 - 05/20/2024**

Action

C&C Event... 58182735 C\_C Event Siblings...

Status:	Authorized	Status	Date	By
Trigger Date:	05/20/2024	Created	05/16/2024	System
Due Date:	05/30/2024	Authorized	05/22/2024	System

Event Type... D5693  High Risk - Phone Day Event, Utility, Field

Premise... 3307 Glenbrook Pl,11/Philadelphia,Pa  9994954622

Account: [REDACTED] Elliott, Matthew H Letter Text...

Print at Area Office Counts Against CR:  3rd Party Text...

Mark Easy Way Budget Plan As Broken Fld Order: Ord Ctl 7931526617 Completed

Break CRP Agreement MUP Status: \_\_\_\_\_

Adj Code...   Charge Amount:

**Service Agreements**

SA Type	Description
G2-GS	47262357, Meter MTR 2025360, GSRT, UB \$3,416.15

SA...

**Event Comments:**

**Person/Arrangement Comments:**

Permanent Info:  
Effective date of lease for 3307  
Glenbrook place 04/01/2015.

Activity Result:

Req'd Dep Amt:

Orig 5691 Arrears:  CC Balance Amt:  Total Past Due Amt:

**Main**

**Results**

C & C Event: D5693 - 05/20/2024

Action

C&C Event... 58182735

C\_C Event Siblings...

**Results**

Result:	System detected answering machine
Status:	Nonproduct
Date:	05/21/2024
Time:	9:41 AM
Employee ID:	AVTX

Main

**Results**

**C & C Event: D5693 - 05/20/2024**

Action

C&C Event... 750629151 C\_C Event Siblings... ↩

Status: Authorized	Status	Date	By
Trigger Date: 05/20/2024	Created	05/16/2024	System
Due Date: 05/30/2024	Authorized	05/22/2024	System

Event Type... D5693  High Risk - Phone Day Event, Utility, Field

Premise... 3307 Glenbrook Pl,2/Philadelphia,Pa  9994954623

Account: XXXXXXXXXX Elliott, Matthew H Letter Text...

Print at Area Office Counts Against CR:  3rd Party Text...

Mark Easy Way Budget Plan As Broken Fld Order: Ord Ctl 9661775620 Completed

Break CRP Agreement MUP Status: \_\_\_\_\_

Adj Code...   Charge Amount:

**Service Agreements**

SA Type	Description
G2-GS	6971488655, Meter MTR 2307198, GSR, UB \$3,322.6

SA...

Event Comments:

Person/Arrangement Comments:

Permanent Info:  
Effective date of lease for 3307  
Glenbrook place 04/01/2015.

Activity Result:

Req'd Dep Amt:

Orig 5691 Arrears:  CC Balance Amt:  Total Past Due Amt:

**Main**

**Results**

C & C Event: D5693 - 05/20/2024

Action

C&C Event... 750629151 C\_C Event Siblings...

**Results**

Result:	System detected answering machine
Status:	Nonproduct
Date:	05/21/2024
Time:	9:41 AM
Employee ID:	AVTX

Main

**Results**

**C & C Event: N5693 - 05/22/2024**

Action

C&C Event... 181091653 C\_C Event Siblings... ↩

Status: Authorized	Status	Date	By
Trigger Date: 05/22/2024	Created	05/22/2024	System
Due Date: 06/03/2024	Authorized	05/23/2024	System

Event Type... N5693  High Risk - Phone Night Event, Utility, Field

Premise... 3307 Glenbrook Pl,11/Philadelphia,Pa  9994954622

Account: XXXXXXXXXX Elliott, Matthew H Letter Text...

Print at Area Office Counts Against CR:  3rd Party Text...

Mark Easy Way Budget Plan As Broken Fld Order: Ord Ctl 8255113239 Completed

Break CRP Agreement MUP Status:

Adj Code...   Charge Amount:

**Service Agreements**

SA Type	Description
G2-GS	47262357, Meter MTR 2025360, GSRT, UB \$3,416.15

SA...

**Event Comments:**

**Person/Arrangement Comments:**

Permanent Info:  
Effective date of lease for 3307  
Glenbrook place 04/01/2015.

Activity Result:

Req'd Dep Amt:

Orig 5691 Arrears:  CC Balance Amt:  Total Past Due Amt:

**Main**

**Results**

C & C Event: N5693 - 05/22/2024

Action

C&C Event... 181091653

C\_C Event Siblings...

**Results**

Result:	System detected answering machine
Status:	Nonproduct
Date:	05/22/2024
Time:	6:14 PM
Employee ID:	AVTX

Main

**Results**

**C & C Event: N5693 - 05/22/2024**

Action

C&C Event... 813315413 C\_C Event Siblings... ↩

Status: Authorized	Status	Date	By
Trigger Date: 05/22/2024	Created	05/22/2024	System
Due Date: 06/03/2024	Authorized	05/23/2024	System

Event Type... N5693  High Risk - Phone Night Event, Utility, Field

Premise... 3307 Glenbrook Pl,2/Philadelphia,Pa  9994954623

Account: XXXXXXXXXX Elliott, Matthew H Letter Text...

Print at Area Office Counts Against CR:  3rd Party Text...

Mark Easy Way Budget Plan As Broken Fld Order: Ord Ctl 1407235800 Completed

Break CRP Agreement MUP Status: \_\_\_\_\_

Adj Code...   Charge Amount:

**Service Agreements**

SA Type	Description
G2-GS	6971488655, Meter MTR 2307198, GSR, UB \$3,322.6

SA...

**Event Comments:**

**Person/Arrangement Comments:**

Permanent Info:  
Effective date of lease for 3307  
Glenbrook place 04/01/2015.

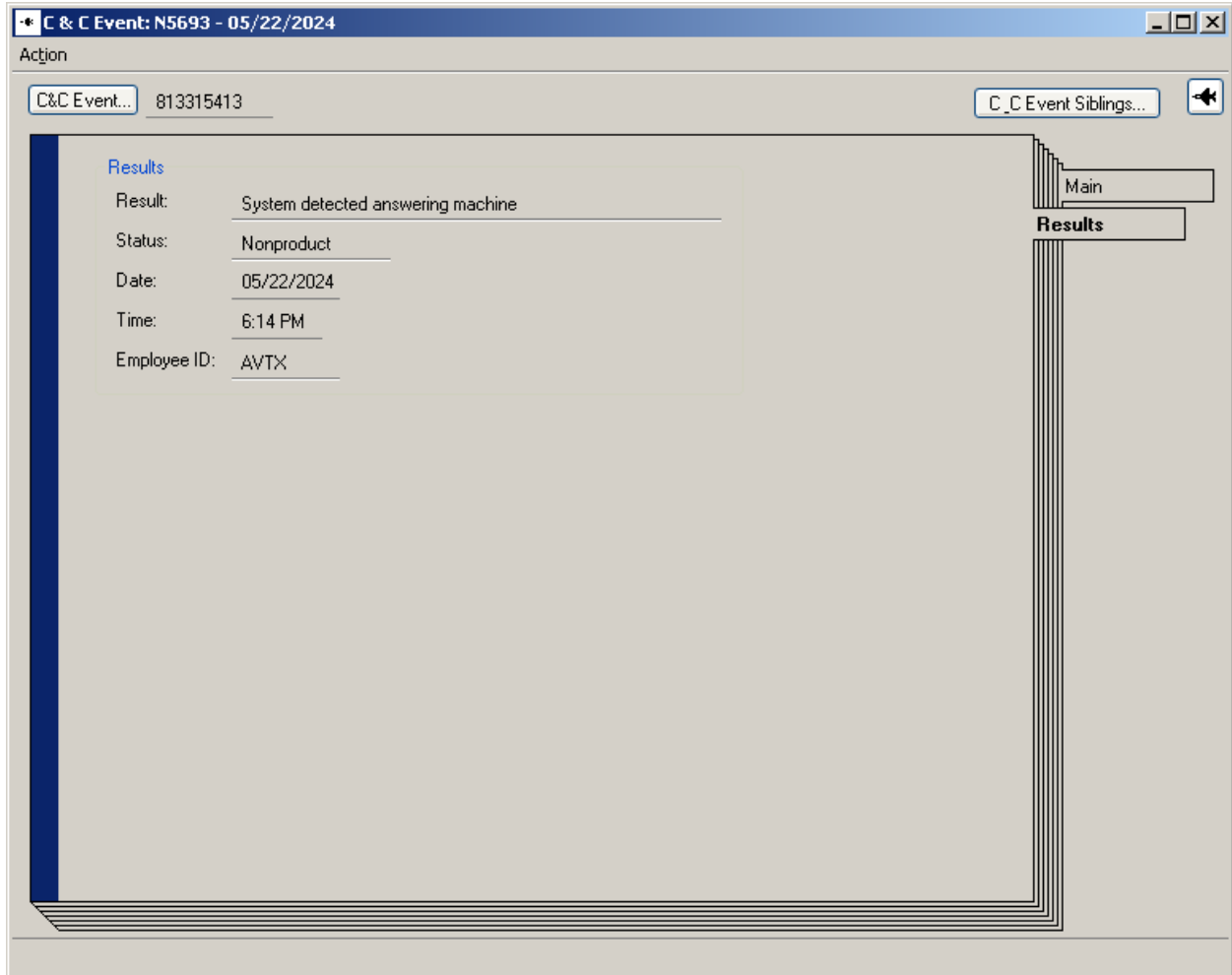
Activity Result:

Orig 5691 Arrears:  CC Balance Amt:  Req'd Dep Amt:

Total Past Due Amt:

**Main**

**Results**



**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED]  Elliott, Matthew H

From Date: 10/14/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
02/12/2024	1	Broken	BCS #3937600
09/01/2022	1	Broken	
05/05/2021	1	Broken	
07/01/2019	1	Broken	
06/24/2019	1	Broken	
09/25/2017	1	Broken	BCS # 3558126
07/10/2017	1	Broken	
05/15/2017	1	Broken	

10 record(s) found.

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED]  Elliott, Matthew H

From Date: 10/14/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
07/01/2019	1	Broken	
06/24/2019	1	Broken	
09/25/2017	1	Broken	BCS # 3558126
07/10/2017	1	Broken	
05/15/2017	1	Broken	
08/19/2016	1	Broken	
05/11/2016	1	Broken	

10 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3937600  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** MATTHEW  
**Customer Middle Initial:**  
**Customer Last Name:** ELLIOTT  
**Customer Account Number:** XXXXXXXXXX  
**Customer Home Phone w/ Area Code:**  
**Customer Work Phone w/ Area Code:**  
**Customer Service Class:** RESIDENTIAL  
**Customer Mail Address 1:**  
**Customer Mail Address 2:**  
**Customer Mail Address City:**  
**Customer Mail Address State:**  
**Customer Mail Address Zip:**  
**Customer Mail Address 4-Zip:**  
**Customer Service Address 1:** 3307 GLENBROOK PL  
**Customer Service Address 2:** 1ST FL  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19114  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 3  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1	2000
A2	800
A3	400

**Date Open:** 2023-08-28  
**Reason For Contact:** ON - PAR WITH DISPUTE (#63)  
**Term Date:**  
**Business Name:**  
**Case Problem:**  
**Company Position:** 08/11/2023 CUSTOMER IS NOT ELIGIBLE FOR PAYMENT ARRANGEMENT DUE TO RETURNED PAYMENT IN 2021.  
**Related Information:** THE CUSTOMER IS REQUESTING A PUC PAR. THE CUSTOMER HAD A PRIOR CASE IN AND WAS DENIED DUE TO A PAYMENT THAT WAS RETURNED HOWEVER THE CUSTOMER MADE OTHER PAYMENTS AND BELIEVES HE IS ELIGIBLE TO A PUC

TERM. THE COMPANY KEEPS DENYING HIM A PAYMENT ARRANGEMENT. CUSTOMER MADE A PAYMENT TODAY FOR CURRENT CHARGES AND MORE. - RELIEF SOUGHT - TO BE PLACED ON A PAYMENT ARRANGEMENT AND TO START GETTING THE BILL DOWN DUE TO POSSIBLE SURGERY AND GOING TO BE OUT OF WORK SOON. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS HOOFER1273@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:****Hot Issue:****Case Origin:** TELEPHONE**Prior Case Number:** 3914781**Universal Service:** Y**Arrearage:** 4248.51**BCS Investigator First Name:** BCS**BCS Investigator Last Name:** CASE POOL**BCS Investigator Phone w/ Area Code:** [REDACTED]**BCSIntaker First Name:** ALISHIA**BCSIntaker Last Name:** SNYDER**Number Of Time Send:** 1**Number Of Time Faxed:** 0**Number Of Time Faxed:** 7172658273

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3937600  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** MATTHEW  
**Customer Middle Initial:**  
**Customer Last Name:** ELLIOTT  
**Account Number:** [REDACTED]  
**Service Address 1:** 3307 GLENBROOK PL  
**Service Address 2:** 1ST FL  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19114  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 4832.08  
**Date Closed:** 2024-02-09  
**Resolution:** DECISION ISSUED - LEVEL 1, BUDGET 58.00 + 81.00 = 139.00 BEGINNING MAR 2024 DUE DATE. WAIVE LPCS.  
**Balance Date:** 2023-09-25  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 4304.87  
**Service Continue Date:**  
**Terms:** WITH THE MARCH 2024 DUE DATE  
**Special Budget Amount:** 139.00  
**Regular Budget Amount:** 58.00  
**Arrears Payment Plus:** 81.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2024-02-09  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** BRANDON  
**BCS Investigator Last Name:** LOVE  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7172658273